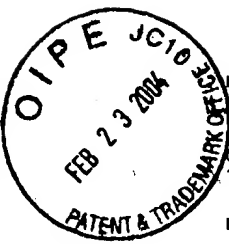


02-25-04

2/4/3  
#121  
turning B  
3/2/04



CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service in an envelope as "EXPRESS MAIL POST OFFICE TO ADDRESSEE" service under 37 C.F.R.1.10, Mailing Label No. EV336031087US and is addressed to the: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

Date: February 23, 2004

Janet Castellanos

PATENT  
843161-201(83000.1134;P4725/ARG)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: HANKO et al.

Serial No.: 09/513,652

Filed: February 25, 2000

Title: METHOD AND APPARATUS FOR  
IMPROVING UTILIZATION OF A RESOURCE  
ON A SHARED CLIENT

Art Unit: 2143

Examiner: THANH T. NGUYEN

RECEIVED

MAR 01 2004

Technology Center 2100

AMENDMENT

Mail Stop: Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated November 28, 2003, please consider the remarks as follows: